

Complaint about childcare provision

Ref: 2675120/6029588

Date: 18 June 2025

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 2 May 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, key person arrangements, supporting and understanding children's behaviour, safety and suitability of premises, environment and equipment and information and record keeping.

On 11 June 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 25 June 2025:

- ensure that people looking after children are suitable; they must have the relevant qualifications, training and have passed any required checks to fulfil their roles
- ensure that all staff working with children have attended training that provides them with knowledge and understanding of safeguarding specifically what to do if they have concerns about children and/or staff members in line with local safeguarding partnership guidance
- ensure that all staff receive induction training to help them understand their roles and responsibilities, induction training must include information about emergency evacuation procedures, safeguarding, child protection, and health and safety issues
- ensure key person arrangements are effective in ensuring that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents and/or carers
- ensure there is a named deputy who, in your judgement, is capable and qualified to take charge in the manager's absence

- ensure at least half of all staff working with babies have an approved L2 qualification, and they must have received training that specifically addresses the care of babies
- ensure effective procedures are in place to promote children's good health, including their oral health; this specifically refers to the management of children's dummies
- ensure a record is maintained of any occasion where physical intervention is used, and parents and/or carers must be informed on the same day, or as soon as reasonably practicable
- improve your knowledge and understanding of matters that must be notified to Ofsted and the required timeframes for doing so.

On 30 June 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last visit.

We found that the provider had improved their vetting and induction procedures, particularly for agency staff and those working through a probationary period. We found that all staff had revisited the setting's safeguarding policies and procedures. This has helped to improve their knowledge of the process they need to follow when concerns are raised about a child or a staff members conduct. We found that key-person arrangements are being embedded. The impact is that all children were observed to be settled and happy at nursery. There is now a named deputy manager who is available to take charge in the absence of the manager. Therefore, this requirement is met. The provider has recruited new qualified staff. They have also ensured that all staff have attended specific training in the care of babies. This has helped to improve the quality of teaching and learning experiences, for these very young children. The provider has improved the recording systems for when they are required to log any occasion where physical intervention has been used. They have also revisited and improved their knowledge of what must be notified to Ofsted. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).

